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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a small business owner in Sonoma County, California. I have chosen Sonic, a local company, as my DSL internet and telephone service provider, and I am glad to have an option besides the typical large providers, such as AT&T, Comcast, and Verizon. The cost is less, the service is better, and I like being able to work with a local company.

When I call Sonic with a technical problem, I get transferred to someone who knows what they are talking about, and my concerns are addressed in a professional manner. If I need further assistance, a service technician is scheduled to come to my office in a reasonable amount of time, and the problem is fixed.

On the sales side, Sonic is very transparent about the services they offer and the related costs. This is in stark contrast to the large providers, who offer short term discounts and conceal the true long term costs for their services. In the past, I had considered choosing Comcast for internet and phone service. I could not get a verbal or written initial or long term monthly bottom line cost for their service. More recently, I considered switching to AT&T. After over 4 hours of phone time (including 3 different phone calls and lots of time on hold), talking with poorly trained customer service people in foreign countries who could not answer many of my specific questions, I could not get a confirmation as to the final monthly costs until I agreed to open the new account. Upon doing so, I found hidden fees that made their introductory offer not such a great deal after all. I canceled my account and returned to Sonic, who, lucky for me, had not yet deleted my account with them.

I feel fortunate that I am located in an area that has a local option to the big service providers. Competition is what makes our whole economic system work. I think that competition is critically important regarding access to information and entertainment. I do not think it is a good thing that just a few large corporations are being allowed so much control over information content, production, distribution, and transmission.

I support competition for internet and telephone service providers, and I urge the FCC not to change regulations that would limit competition by smaller, local providers.

Colin Doyle